

INTERAGENCY FOREIGN SERVICE NATIONAL EMPLOYEE POSITION DESCRIPTION

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2)

1. POST

Merida

2. AGENCY

State/CONS

3a. POSITION NO.

312805 A32-003

3b. SUBJECT TO IDENTICAL POSITIONS? AGENCIES MAY SHOW THE NUMBER OF SUCH POSITIONS AUTHORIZED AND/OR ESTABLISHED AFTER THE "YES" BLOCK. ☐ Yes ☒ No

4. REASON FOR SUBMISSION

a. Reclassification of duties: This position replaces

Position No. _____

(Title) _____ (Series) _____ (Grade) _____

☒ b. New Position

☐ c. Other (explain) _____

5. CLASSIFICATION ACTION

Position Title and Series Code

Grade

Initials

Date
(mm-dd-yy)

a. Post Classification Authority
HRO/FRC

Consular Assistant (General), 1405

FSN-7

W.N.

10/20/15

b. Other

c. Proposed by Initiating Office

6. POST TITLE POSITION (if different from official title)

American Citizen Services Assistant (SCS)

7. NAME OF EMPLOYEE

a. First Subdivision

American Citizen Services

b. Second Subdivision

Special Citizen Services

c. Third Subdivision

N/A

9. This is a complete and accurate description of the duties and responsibilities of my position.

10. This is a complete and accurate description of the duties and responsibilities of this position.

Typed Name and Signature of Employee

Date(mm-dd-yy)

Typed Name and Signature of Local Supervisor

Date(mm-dd-yy)

11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.

12. I have satisfied myself that this is an accurate description of the position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.

Typed Name and Signature of American Supervisor

Date(mm-dd-yy)

Typed Name and Signature of Human Resources Officer

Date(mm-dd-yy)

13. BASIC FUNCTION OF POSITION

The incumbent provides full operational support to the American Citizen Services (ACS) Unit. This includes the full range of duties and assistance to mainly the Special Citizen Services (SCS) subunit, although s/he may also assist the Passport subunit. The primary function is to serve as a case manager, handling multiple complex and sensitive cases that require analysis and research, and take actions to resolve issues independently or with a consular officer or LE Staff supervisor.

14. MAJOR DUTIES AND RESPONSIBILITIES

% OF TIME

Special (emergency) citizen services (70%)

Performs the full range of duties in the SCS subunit. Answers phone calls, responds to inquiries in person (customers in the waiting room) or via email (within one business day for congressional inquiries, three business days otherwise). Takes case reports, and analyzes and initiates action to resolve cases. For cases originating at one of Merida's two Consular Agencies (Cancun and Playa del Carmen), is required to coordinate action closely with the staff there. Utilizes ACS software to data enter complex, sensitive, timely case information on missing persons, physically or mentally ill individuals, destitute persons, victims of crime, arrests and detentions, deaths, and property disputes. New cases will be opened in ACS+ within one

business day, and cases updated with additional information in ACS+ within two business days.

Assists hospitalized U.S. citizens in obtaining medical care and reports, including air ambulance for transfer to the United States. Facilitates arrangements for payment and medical evaluations. Informs relatives, friends, or insurance companies as required.

Provides assistance to the families of U.S. citizens who die abroad; may contact the next of kin (if instructed by ACS or Consular Chief), acts as the survivors' intermediary with local funeral home, police agencies, and transportation companies on disposition of the deceased's remains. Serves as liaison with Government of Mexico (GOM) authorities to obtain proof of citizenship and identity, death certificate, and autopsy and police investigation records, identifies the remains when necessary. Prepares Consular Mortuary Certificate for ACS Chief signature, and other related documentation. Obtains personal data concerning a deceased person and proof of citizenship and identity. Prepares Consular Report of Death of an American Citizen Abroad (CRODA) for officer review and signature. Must show sensitivity to the needs and feelings of the bereaved.

Assists arrested or detained U.S. citizens. May accompany consular officer on visit to facility. Provides arrestees with general information on being arrested or detained in Mexico, instructions in the event a family member or friend wishes to send funds, and attorney list. If available, provides information related to their cases and inquires about charges against them. May interact with prison officials to secure medical treatment for prisoners or make other special requests when appropriate. Updates the Prisoner Management Tool on Mission Mexico's SharePoint site as needed.

Assists U.S. citizen crime victims, including victims of sexual assault. Facilitates filing of a police report with GOM authorities and provides information about victims' assistance programs in the United States. Provides additional orientation and information as required. Subsequently requests status of the investigation by local authorities and provides updates to the affected party. Where official malfeasance is alleged, contacts the director of the appropriate institution, in consultation with ACS and/or Consular Chief.

Assists mentally ill, abused, and/or destitute U.S. citizens to return to the United States. Contacts family and friends to request financial assistance and facilitates arrangements with transportation companies.

Assists U.S. citizen accident victims (car, moped, traffic, air, sea) in obtaining medical care and investigation reports. Contacts relatives and insurance representatives. Assists victims in filing reports.

Assists parents and legal guardians to procure safe return of U.S. citizen children who have been abducted. Acts as an intermediary with local shelters, court officials, and other federal and municipal authorities.

Conducts welfare and whereabouts visits; deals directly with Mexican police, social services, customs, and immigration.

Processes registrations from the Smart Traveler Enrollment Program within 48 hours of receipt.

Maintains contacts with a wide cross-section of local authorities, including police, immigration, and customs; and with local private industry, including hospitals, transportation companies, hotels, and funeral homes. Attends working meetings with police, civil defense, tourism, consumer protection, and other local authorities.

Prepares official correspondence drafts in Spanish and English for ACS or Consular Chief approval. Ensures adequate phone and window coverage by coordinating coffee and/or lunch breaks with colleagues.

American citizen services (routine) (15%)

Assists applicants for U.S. passports (routine and emergency) and Consular Reports of Birth Abroad (CRBA); prescreens applications for completeness, correctness, and use of proper application forms; prescreens supporting documents issued by civil authorities; calls the attention of the adjudicator to any errors, or indicators of possible fraud. Works toward the goal of having applicants wait one hour or less during their appointment.

Receives, data enters, and prepares for consular officer review applications for U.S. passports and CRBAs accepted at the consulate, as well as at our two consular agencies (Cancun and Playa del Carmen). Updates the passport and CRBA processing tracker on SharePoint weekly. Maintains a daily log of passport and CRBA cases, along with statistics on case processing. Maintains pending files to ensure that cases are closed after 90 days, and that passports and CRBAs, are delivered within three business days of officer marking as received.

Answers inquiries for applicants presenting documents for notarization. Ensures applicants have appropriate identification so service can be carried out. Prepares documents for notarial services and ensures they are ready for officer action.

Prepares official correspondence drafts in Spanish and English for ACS or Consular Chief approval. Ensures adequate

phone and window coverage by coordinating coffee and/or lunch breaks with colleagues.

Answers public inquiries and schedules appointments for services. Refers all visa questions and other matters not within the purview of ACS unit to the NIV Unit, consulate website, or switchboard phone number, as appropriate.

Prepares monthly shipment to the Department of lost/found and damaged passports. Creates manifest for tracking purposes.

Office management (10%)

Logs, packs, and mails consular envelopes to consular agencies for case processing. Receives incoming packages for logging and distribution. Assists in recordkeeping and drafting of consular service reports, general correspondence, and maintenance of statistics for ACS cases.

Other duties as required (5%)

May include other duties or special projects at the request of the rater, reviewer, or Consular Chief.

15. QUALIFICATIONS REQUIRED FOR EFFECTIVE PERFORMANCE:

- a. Education:
A minimum of 2 years of college studies is required.
- b. Prior Work Experience:
Minimum of two years of progressively responsible experience in a position requiring extensive contact with the public.
- c. Post Entry Training:
PC103 Nationality Law/Consular Procedures; PC104 Overseas Citizen Services; PC544 Detecting Fraudulent Documents; PA459 Protecting Personally Identifiable Information; PA453 Ethics Orientation for New Locally Employed Staff; PT 401 No Fear Training; PD 543 Emergency Action Committee; PC 441 Passport Data Security Awareness; Consular Task Force Basics Application training; annual cybersecurity awareness and counterintelligence courses (all available on the Foreign Service Institute's DL-Learn Center.) On-the-job training on USG regulations and ACS functions will be provided.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (II, III) and specialization (sp/read):
Level IV (advanced professional proficiency) spoken and written English.
Level IV (advanced professional proficiency) spoken and written Spanish.
- e. Job Knowledge:
Familiarity regarding the scope of activities of various Mexican government agencies (immigration, tax, judicial proceedings, etc.) is required. Local geographical knowledge of the area of responsibility for the consulate, as well as geography of the U.S. and Mexico is required.
- f. Skills and Abilities:
Must have excellent office skills (such as filing, organization, and customer service), including Level II typing (40 wpm); basic computer literacy; good working knowledge of Microsoft Word, Excel, Outlook and other software applications. Must have strong interpersonal skills, the ability to work under pressure, and ability to solve problems with limited supervision. Must exercise good judgment and excellent customer service skills. Must be able to support consular operations during a crisis by working irregular shifts and/or at alternate location depending on mission-wide needs.

16. POSITION ELEMENTS:

- a. Supervision Received:
The incumbent is rated by the ACS LE Staff Supervisor and reviewed by the ACS Chief.
- b. Supervision Exercised:
None.

- c. Available Guidelines:
Foreign Affairs Manual; Foreign Affairs Handbook; Standard Operating Procedures from post.
- d. Exercise of Judgment:
Must frequently interpret USG policies and procedures before making decisions, set priorities, and work with extremely distressed U.S. Citizens with limited supervision.
- e. Authority to Make Commitments:
N/A.
- f. Nature, Level and Purpose of Contacts:
Has regular contact with American and LE staff employees at post and the consular agencies. Maintains a wide range of working-level contacts with Mexican government officials including but not limited to judicial, police, hospital, transportation, and tourism officials, as well as contacts in private industry (hospitals, hotels, airlines, and funeral homes).
- g. Time Expected to Reach Full Performance Level:
12 months.